

TRICARE provides comprehensive coverage for patients with diabetes and end-stage renal disease (ESRD), including medical services, medication, supplies and equipment, case management, and training.

- * Medications and supplies available at a military treatment facility (MTF) or retail network pharmacy, or through home delivery, include:
 - * Insulin products, syringes, needles and lancets.
 - * Blood and urine ketone/acetone test strips.
 - * NEW! - Effective 05 August 2015, formulary blood and urine glucose test strips only include FreeStyle Lite® and Precision Xtra®.
 - * Durable medical equipment (DME)
 - * Home glucose and continuous glucose monitors (limited).
 - * Insulin infusion pumps for patients with insulin-dependent Type 1 diabetes with documentation of poor diabetic control, cystic fibrosis-related diabetes, or Type 2 diabetes with documentation of poor diabetic control and failure to achieve glycemic control after six months of multiple daily injections therapy.
 - * Orthotics (therapeutic shoes, including extra-depth with inserts and custom-molded) for diabetics with impaired peripheral sensation and/or altered peripheral circulation, foot deformity, or pre-ulcerative callus formation.
- * Outpatient training is a limited benefit for diabetes self-management education, and includes monitoring blood glucose, management of diet and exercise; and insulin treatment plans.
 - * Physician-ordered, medically-necessary diabetes self-management training is for patients with new onset diabetes, a change in the treatment regimen, poor glycemic control, or high risk for complications based on poor glycemic control.
- * Patients with end-stage renal disease (ESRD) who qualify for Social Security Disability Insurance (SSDI) will begin receiving Medicare benefits in the 4th month of dialysis, or when there is a kidney transplant. TRICARE beneficiaries with Medicare come under the TRICARE for Life (TFL) program. Benefits and costs depend on beneficiary age and status. See the back side of this flyer for more information, or visit www.tricare.mil/tfl.
 - * If under age 65, Medicare may end 12 months after completing dialysis, or 3 years after a successful transplant.

Vision Benefit for Patients with Diabetes

- * A Diabetic "Screening" (Routine) Eye Exam is covered every 12 months for Prime patients.
 - * A referral and authorization not required to use a network optometrist or ophthalmologist for the exam every 12, or more, months.
 - * Prime Remote patients do not need a referral or authorization to use a network or non-network optometrist or ophthalmologist for the exam every 12, or more, months.
 - * The exam may include refractive services for glasses, comprehensive screening for visual acuity, ocular alignment and red reflex, pupil dilation for retinal examination and external examination for ocular abnormalities.
 - * Claims to TRICARE must include a "Routine Eye Examination" as the primary diagnosis, and a "Diabetes" diagnosis as the secondary or tertiary diagnosis.
 - * Claims for an exam performed less than 12 months since the previous exam require medical necessity documentation, a Primary Care Manager (PCM) referral, and authorization from Health Net (HNFS).

If you have diabetes,
**you need a
retina eye
exam every
year.**

- * A Diagnostic Eye Exam is covered for all TRICARE-eligible patients with a systemic diagnosis of diabetes.
 - * This is an exam to evaluate and treat a suspected or confirmed medical condition, including diabetes.
 - * Civilian claims must include "Diabetes" as either the primary or secondary diagnosis.
 - * Prime and Prime Remote patients require a referral from their PCM, and authorization from HNFS for diagnostic eye exams by network or non-network optometrists or ophthalmologists.
 - * TRICARE Standard, Extra and TRICARE for Life beneficiaries do not need a referral or authorization for diagnostic eye exams by network or non-network optometrists or ophthalmologists.

See over for information about TRICARE for Life (TFL) and Medicare, and points-of-contact for assistance

TRICARE for Life (TFL) - the Program for Medicare-Eligible Beneficiaries

- * Medicare is federal health insurance for people age 65 and older. Some people with disabilities, including those with end-stage renal disease (ESRD), may qualify at an earlier age.
 - * Medicare has 4 parts - A, B, C and D. Most beneficiaries entitled to Medicare must have Parts A and B to remain TRICARE eligible.
 - * Part A is hospital insurance that covers inpatient care in a hospital or skilled nursing facility. Most TFL beneficiaries are entitled to premium-free Part A, either under themselves or a spouse.
 - * Part B covers most outpatient care. Part B has a monthly premium.
 - * Part C (Medicare Advantage Plans) and Part D (prescription drug coverage) are optional commercial programs.
 - * Enrollment in Parts A and B is usually automatic, especially for those already receiving Social Security benefits.
 - * Most people receive their Medicare card in the mail 3 to 4 months before their eligibility date. Those who do not receive the card should contact Medicare at least 3 months before the anticipated eligibility date to initiate the enrollment process.
 - * When the Medicare card is received, visit an ID card office to update DEERS (Defense Enrollment Eligibility Reporting System) and obtain a new uniformed services ID card.
- * Beneficiaries new to TFL may see some changes in benefits, costs and access to medical care.
 - * Medicare is the primary insurance, and pays first. TFL acts as a Medicare supplement, and pays last. For beneficiaries with other health insurance (OHI, such as an employer-sponsored plan) the order of payment may be different. TFL claims are processed by Wisconsin Physician Services (WPS). For information, call 1-866-773-0404, or go to www.tricare4u.com.
 - * TRICARE Prime is an option in Prime Service Areas (PSAs) for beneficiaries under age 65, including those who have Medicare because of a disability. The Prime enrollment fee is waived for retirees and retiree family members under age 65 with Medicare. Prime is not an option for beneficiaries when they get Medicare at age 65.
 - * Most TFL beneficiaries receive their medical care from civilian providers, usually with little or no out-of-pocket expense.
 - * TFL beneficiaries have space-available access to appointments in a military treatment facility (MTF). Access to ancillary services (emergency room, pharmacy, immunizations, lab and x-ray) is usually the same as other beneficiaries.
 - * Some MTFs offer TRICARE Plus, a program that provides Prime-like access to primary care for TFL beneficiaries. Where available, TRICARE Plus is administered by the MTF. There is no enrollment fee, but getting into the program is usually by invitation only. The Plus program at NMCP is managed by the Internal Medicine Clinic.
 - * Most TRICARE beneficiaries, including those covered under TFL, are required to get brand-name maintenance medication refills at a military pharmacy or through Home Delivery. Active duty service members (ADSMs), and patients with other health insurance (OHI) with a prescription drug benefit are exempt from this requirement.

TRICARE Information and Assistance

- * Hampton Roads Appointment Center (Prime appointments at Tidewater MTFs) - 1-866-645-4584
- * Medicare and Social Security: 1-800-772-1213; www.medicare.gov or www.ssa.gov
- * TRICARE - for complete TRICARE program and benefit information, visit: www.tricare.mil
- * TRICARE Nurse Advice Line - 24 hours a day, 7 days a week - 1-800-874-2273 (1-800-TRICARE)
- * TRICARE North Region - www.tricare.mil/tronorth
 - * Health Net Federal Services - 1-877-874-2273; www.hnfs.com
- * TRICARE South Region - www.tricare.mil/trosouth
 - * Humana Military - 1-800-444-5445; www.humana-military.com
- * TRICARE West Region - www.tricare.mil/trowest
 - * United Healthcare Military and Veterans - 1-877-988-9378; www.uhcmilitarywest.com
- * TRICARE Overseas - International SOS; 1-888-777-8343

TRICARE Pharmacy Program Information and Assistance

- * Accredo (nationwide specialty medication mail order pharmacy) - 1-800-803-2523
- * Express Scripts - Retail Network and Home Delivery
 - * 1-877-363-1303; TDD/TTY 1-877-540-6261; www.express-scripts.com/TRICARE
 - * Specialty medication home delivery - 1-888-455-4342
- * MCAHC Main Pharmacy - 314-7900 (Option 3); Refills - 314-7965; Toll Free 1-866-878-9321
- * NMCP Main Pharmacy - 953-0258; Refills - 953-6337; Toll Free 1-866-285-1008
- * NMCP Pharmacy Formulary - www.med.navy.mil/sites/NMCP2/PatientsServices/Pharmacy
- * TRICARE Pharmacy Formulary - www.express-scripts.com/static/formularysearch/
- * TRICARE Pharmacy Program - www.tricare.mil/mybenefit/home/Prescriptions/PharmacyProgram
- * USAF Hospital Langley Main Pharmacy - 764-6497; Refills - 764-3784/6419

Tidewater

Health Benefit Advisors

- Naval Medical Center Portsmouth
(757) 953-2610/2611
- Branch Health Clinic (BHC) Dam Neck
953-9322
- BHC Norfolk (Sewell's Point)
953-8708
- BHC Little Creek (Boone)
953-8182
- BHC NAS Oceana
953-3933 (option 7)
- BHC NWS Yorktown
953-8441
- TRICARE Prime Clinic (TPC) Chesapeake
953-6382
- TPC Virginia Beach
953-6710/6711
- McDonald Army Health Center
(757) 314-7748/7766/7777
- USAF Hospital Langley
225-5111
- USCG Training Center Yorktown
(757) 856-2230/2345